

**ANNOUNCEMENT NUMBER: 2010-111**

**OPEN TO:** All Interested Candidates / All Sources

**POSITION:** Special Consular Assistant, LES-7; FP-7  
(This position is budgeted for the Local Compensation Plan)

**OPENING DATE:** July 20, 2010

**CLOSING DATE:** August 3, 2010

**WORK HOURS:** Full-time; 40 hours/week

**SALARY:** ₱ 382,034.00 per annum (Starting salary)  
LES-7; FP-7

**NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST BE RESIDING IN COUNTRY AND HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMIT TO BE ELIGIBLE FOR CONSIDERATION.**

The U.S. Embassy in Manila is seeking for a Special Consular Assistant in the Consul General Office (CONGEN), Chancery Annex Building.

**BASIC FUNCTION OF POSITION**

Serves as the front-line representative for the Consular Section and acts as the principal information resources for customer / applicants conducting business with the Consular Section and/or with other public service agencies. Provides general information and direction for all Consular related services. Oversees the customer/applicant flow for approximately 2000 customers daily that interface the American Citizen Services, Immigrant Visa, Non-Immigrant Visa and Fraud Prevention Units. Oversees start-up operation through coordination with Consular branch chiefs/supervisors, greeters, security force and operations personnel to insure consular processes are in place and ready to handle the daily customer flow. Serves as liaison with the Security Guard force; renders advice to guards and resolves customer issues that may arise. Assists Special Projects Coordinator (SPC) during planning and implementation of minor Consular projects and procurement requests; performs research, prepares preliminary project details and provides recommendations; interacts with FMO and vendors during routine

project requirements. Performs as escort for vendors required to support Consular operations; monitors and reports vendor activities; coordinates with RSO to obtain ID badges for vendors. Acts as liaison between greeters and SPC to address equipment requirements.

#### **QUALIFICATIONS REQUIRED**

**NOTE: All applicants must address such selection criterion detailed below with specific and comprehensive information supporting each item.**

1. Completion of two years of college or university study in general coursework, such as mathematics, history, the arts, social sciences, or other courses is required.
2. Two years of experience in customer service, administrative support or government service is required.
3. Level 4 (Fluent) Speaking/Reading English and Tagalog language is required.
4. Knowledge of Consular processes to include Consular Section's visa, passport and citizenship function is required. Knowledge of the Social Security and Veterans benefit requirements and DHS services is required.
5. Proficiency in MS Office is required.

#### **SELECTION PROCESS**

For sensitive State Department positions requiring a security clearance, U.S. Citizen Eligible Family Members (AEFM's) will be given first consideration, in accordance with USG policy. Otherwise, when equally qualified, U.S. Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate address each of the required qualifications above in the application.

#### **ADDITIONAL SELECTION CRITERIA**

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.

4. Currently employed US Citizen EFM's who hold a FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their employment.

5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment, unless currently hired into a position with a When Actually Employed (WAE) work schedule.

6. The candidate must be able to obtain and hold appropriate security clearance.

#### **TO APPLY**

Interested applicants for this position must submit the following, or the application will not be considered:

1. Application for U.S. Federal Employment (SF-171 or OF- 612); or a current resume or curriculum vitae that provides the same information as an OF-612; <http://manila.usembassy.gov>; plus
2. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application.
3. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

#### **SUBMIT APPLICATION TO**

Human Resources Office  
U.S. Embassy  
1201 Roxas Boulevard, Manila 1000

E-mail: [mnlper@state.gov](mailto:mnlper@state.gov) (please send as an MS Word attachment)

Fax: 301-2399 attention to HR Office.

Drop-Off: Walk-in applicants are not entertained. Please leave your resume with the guards detailed at the Main Gate, attention: HR Office. Specify in your application the position for which you are applying.

For further information regarding the above position, please call 301-2000 x5169 or visit our website at <http://philippines.usembassy.gov>.

#### **DEFINITIONS**

1. U.S. Citizen Eligible Family Member (USEFM) - For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- Must be a U.S. citizen spouse, U.S. citizen same-sex partner declared by affidavit by the sponsoring employee; or a U.S. citizen child who is at least age 18 years old.
- Must be on the travel orders of a U.S. citizen direct-hire Foreign or Civil Service employee or military service member permanently assigned to or stationed at a U.S. Foreign Service establishment abroad.
- Must be resident at the sponsoring employee's or military member's post of assignment abroad and under Chief of Mission authority.
- Must not receive a U.S. government annuity or pension based on a career in the U.S. Civil, Foreign, or uniformed services.

2. Eligible Family Member (EFM) - An individual related to a U.S. Government employee in one of the following ways:

- Spouse;
- Same-sex partner declared by affidavit by the sponsoring employee;
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including step-parents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

3. Member of Household (MOH) - An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

4. Not Ordinarily Resident (NOR) - An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (OR, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. Ordinarily Resident (OR) - A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the LCP.

**CLOSING DATE FOR THIS POSITION: August 3, 2010**

The US Mission in Philippines provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Approved:A/HR - CSJacobs  
Cleared:A/CONGEN - Mr. William W. Lesh  
Cleared:A/FMC - Ms. Joyce E. Coates  
Drafted:HR - JSA/baf